AGENCY OVERVIEW

380 Job Service North Dakota

Return to Report Guide

01/13/2011

Time: 11:01:56

Statutory Authority

North Dakota Century Code Chapters 52-01 through 52-11.

Agency Description

Job Service North Dakota (JSND) is responsible for administering many state and federal employment programs including the state and federal unemployment insurance program, providing labor market information, delivering workforce training and reemployment programs and providing specific services to targeted workforce sectors.

Agency Mission Statement

Job Service North Dakota provides customer-focused services to meet the current and emerging workforce needs of the state.

Vision Statement: Job Service North Dakota strengthens the economy of North Dakota as a strategic partner in the delivery of workforce services.

Agency Performance Measures

Job Service has an internal report card that tracks performance in the following areas:

- 1. Unemployment Insurance (UI)
 - Trust Fund Activity
 - Benefits Paid
 - Income Received
 - Trust Fund Balance
 - Call Center Calls
 - Average Speed of Answer
 - Average Talk Time
 - · Benefit Payment Accuracy
 - Percentage of accurate payments
 - Percentage of over and under payments
 - · Services provided via electronic methods
 - · Percentage of claims taken via internet
 - Electronic employer, ACH debit and wage record counts
- 2. Workforce Investment Act (WIA)
 - Entered Employment
 - Employment Retention
 - Average Earnings
- 3. Workforce 20/20
 - Obligated FundsExpended Funds
 - Unexpended Balance
- 4. Labor Exchange
 - Entered Employment
 - Employment Retention
 - Average Earnings
- 5. Employment in North Dakota
 - Labor Force data, including North Dakota's unemployment rate
 - · Quarterly Census of Employment and Wages data

AGENCY OVERVIEW

380 Job Service North Dakota

Return to Report Guide

01/13/2011

Time: 11:01:56

- 6. Job Opportunities and Basic Skills Program
 - Work Participation Rate

Major Accomplishments

- 1. Partnered in the development of the North Dakota Workforce Development and Training Strategic Plan. This plan is intended to be a catalyst for strategic state agency, partner and stakeholder education, workforce development and workforce training efforts by providing common direction, strategic areas of emphasis, and priorities for making decisions regarding the use of limited federal, state and local resources. JSND's agency budget aligns with the direction and flow of the plan.
- 2. Received the US Department of Labor (USDOL) Unemployment Insurance (UI) State Performance Excellence Awards. These awards are given to the top performers nationwide in key areas of state UI operations. In 2009, the JSND UI program was the recipient of multiple national awards, including first place for outstanding program performance in the following categories:
 - It was the fourth year in a row JSND had won the Timely and High Quality Appeals award.
 - Timely and high-quality appeals decisions;
 - Timely, proper, and high quality eligibility decisions and benefits payments.
 - · High quality tax operations.
- 3. Received the Pinnacle Award, recognizing the highest achievement in performance nationwide, across all categories.
- 4. Maintained North Dakota's career website, jobsnd.com, which continues to be the tool of choice for connecting job seekers with employers. Jobsnd.com receives on average over 100,000 visits per week, the majority of which are job seekers. It is estimated that over 95 percent of the jobs available in North Dakota are captured and listed on jobsnd.com. A great deal of this success is due to enhanced online labor exchange services, including a feature referred to as job spidering.
- 5. Assisted job seekers and employers by providing the best and most current labor market information in the state through the Labor Market Information (LMI) Center. Of particular mention is the Quarterly Census of Employment and Wages (QCEW), which provides detailed employment and wage information.
- 6. Continued to search for new and innovative ways to modernize JSND technology systems. With regard to UI, North Dakota is currently participating in the AWIN consortium (Arizona, Wyoming, Idaho and North Dakota), which is a group of states that have joined together to develop a common UI and Tax Benefit system. Other accomplishments in the Information Technology (IT) area include mainframe replacement (completion date November 7, 2010), extended benefits, appeals UI/EASY enhancements, Virtual One Stop system (VOS) upgrade, and legislative changes for employer reporting.
- 7. Provided financial assistance for training workers through Workforce 20/20, to help employers offset the cost of upgrading workforce skills. For the program year ended June 30, 2010, JSND provided training to 809 individuals.
- 8. Received \$5.1 million of funding under the American Recovery and Reinvestment Act of 2009 (ARRA) for WIA Adult, Dislocated Worker (DWR), and Youth Training and Work Experience programs. Seventy-seven percent of this funding was spent on training and work experience for these three groups in the following areas:
 - Adult: 180 Participants in Training; 44 different occupations;
 - DWR: 108 Participants in Training; 41 different occupations;
 - Youth: 81 Participants in Training; 34 different Occupations; and
 - Youth Work Experience: 648 Participants in Work Experience, 114 different occupations.

Future Critical Issues

- 1. Federal funding is increasingly uncertain, as policy priorities change and the military situation continues for an unknown period of time.
- 2. Funding business services without a dedicated funding stream.
- 3. Increasing cost of electronic service delivery, while increasing reliance on it.
- 4. Effectively measuring the skills and availability of the state's workforce to assist the economic development community in recruiting new companies to the state and encouraging expansion of existing companies.

REQUEST SUMMARY

380 Job Service North Dakota

Biennium: 2011-2013

Total FTE

Bill#: HB1016

Date: Time:

261.76

(22.29)

01/13/2011 11:01:56

0.00

Description	Expenditures 2007-2009 Biennium	Present Budget 2009-2011	Budget Request Change	Requested Budget 2011-2013 Biennium	Optional Budget Request
By Major Program					
Job Service	48,176,764	71,859,463	(4,552,923)	67,306,540	2,788,926
Total Major Program	48,176,764	71,859,463	(4,552,923)	67,306,540	2,788,926
By Line Item					
Salaries and Wages	28,787,713	35,968,336	(2,543,263)	33,425,073	0
Operating Expenses	11,083,987	11,224,804	1,137,866	12,362,670	1,336,000
Capital Assets	11,920	20,000	0	20,000	0
Grants Benefits and Claims	6,997,693	8,438,220	(861,936)	7,576,284	0
Work Force 2000	1,259,326	1,512,491	10,022	1,522,513	(47,074)
Reed Act - Unemployment	36,125	5,515,586	6,884,414	12,400,000	0
Federal Stimulus Funds 2009	0	9,180,026	(9,180,026)	0	1,500,000
Total Line Items	48,176,764	71,859,463	(4,552,923)	67,306,540	2,788,926
By Funding Source					
General Fund	1,508,294	1,567,532	1,590	1,569,122	252,926
Federal Funds	46,276,089	68,775,153	(3,539,487)	65,235,666	2,536,000
Special Funds	392,381	1,516,778	(1,015,026)	501,752	0
Total Funding Source	48,176,764	71,859,463	(4,552,923)	67,306,540	2,788,926

284.05

308.00

REQUEST DETAIL

380 Job Service North Dakota

Biennium: 2011-2013

Bill#: HB1016

Date:

01/13/2011

Time: 11:01:56

Description	Expenditures 2007-2009	Present Budget	Budget Request	Requested Budget 2011-2013	Optional Budget
•	Biennium	2009-2011	Change	Biennium	Request
Salaries and Wages	-			•	•
Salaries - Permanent	21,017,170	25,122,904	(1,683,698)	23,439,206	0
Temporary Salaries	388,481	838,885	109,871	948,756	0
Overtime	14,664	35,990	(35,990)	0	0
Fringe Benefits	7,367,398	9,970,557	(933,446)	9,037,111	0
Total	28,787,713	35,968,336	(2,543,263)	33,425,073	0
Salaries and Wages					
General Fund	42,973	45,872	(8,432)	37,440	0
Federal Funds	28,442,960	35,563,051	(2,436,553)	33,126,498	0
Special Funds	301,780	359,413	(98,278)	261,135	0
Total	28,787,713	35,968,336	(2,543,263)	33,425,073	0
Operating Expenses					
Travel	436,766	863,820	47,170	910,990	0
Supplies - IT Software	503,727	332,096	54,345	386,441	0
Supply/Material-Professional	56,890	74,665	(13,050)	61,615	0
Food and Clothing	907	2,847	1,234	4,081	0
Bldg, Ground, Maintenance	55,400	57,984	562	58,546	0
Miscellaneous Supplies	64,086	65,926	(11,022)	54,904	0
Office Supplies	83,978	92,194	(4,037)	88,157	0
Postage	574,945	583,290	113,006	696,296	0
Printing	193,308	183,143	5,486	188,629	0
IT Equip Under \$5,000	199,334	256,766	(32,199)	224,567	0
Other Equip Under \$5,000	9,650	25,188	(25,188)	0	0
Office Equip & Furn Supplies	395	62	40,186	40,248	0
Utilities	646,687	670,146	(35,384)	634,762	0
Insurance	588,688	660,619	90,962	751,581	0
Rentals/Leases-Equip & Other	150,053	239,450	(49,537)	189,913	0
Rentals/Leases - Bldg/Land	130,954	594,707	(426,359)	168,348	0
Repairs	556,341	804,881	67,002	871,883	0
IT - Data Processing	1,988,271	1,763,268	173,150	1,936,418	0
IT - Communications	582,424	650,437	10,338	660,775	0
IT Contractual Srvcs and Rprs	2,950,966	1,794,167	819,404	2,613,571	1,336,000
Professional Development	163,403	307,677	(4,178)	303,499	0
Operating Fees and Services	723,758	636,286	314,420	950,706	0
Fees - Professional Services	423,056	565,185	1,555	566,740	0
Total	11,083,987	11,224,804	1,137,866	12,362,670	1,336,000

REQUEST DETAIL

380 Job Service North Dakota

General Fund

Federal Funds

Bill#: HB1016

Date: Time: 01/13/2011 11:01:56

Description	Expenditures 2007-2009 Biennium	Present Budget 2009-2011	Budget Request Change	Requested Budget 2011-2013 Biennium	Optional Budget Request
General Fund	205,989	9,169	0	9,169	300,000
Federal Funds	10,788,602	10,058,270	2,054,614	12,112,884	1,036,000
Special Funds	89,396	1,157,365	(916,748)	240,617	0
Total	11,083,987	11,224,804	1,137,866	12,362,670	1,336,000
apital Assets					
Other Capital Payments	11,920	20,000	0	20,000	0
Total	11,920	20,000	0	20,000	0
apital Assets					
General Fund	0	0	0	0	0
Federal Funds	11,920	20,000	0	20,000	C
Special Funds	0	0	0	0	C
Total	11,920	20,000	0	20,000	0
rants Benefits and Claims					
Grants, Benefits & Claims	6,997,693	8,438,220	(861,936)	7,576,284	C
Total	6,997,693	8,438,220	(861,936)	7,576,284	0
rants Benefits and Claims					
General Fund	6	0	0	0	0
Federal Funds	6,996,482	8,438,220	(861,936)	7,576,284	C
Special Funds	1,205	0	0	0	Č
Total	6,997,693	8,438,220	(861,936)	7,576,284	0
ork Force 2000					
Salaries - Permanent	96,749	101,720	4,372	106,092	0
Overtime	10	0	0	0	0
Fringe Benefits	29,817	39,374	4,383	43,757	C
Travel	0	824	0	824	C
Postage	749	1,030	0	1,030	Č
Repairs	365	226	0	226	C
Operating Fees and Services	12,949	18,976	1,267	20,243	C
Grants, Benefits & Claims	1,118,687	1,350,341	0	1,350,341	(47,074
Total	1,259,326	1,512,491	10,022	1,522,513	(47,074
/ork Force 2000					

1,259,326

0

1,512,491

0

10,022

0

1,522,513

0

(47,074)

0

REQUEST DETAIL

380 Job Service North Dakota

Biennium: 2011-2013

Bill#: HB1016

Date:

01/13/2011

Time: 11:01:56

Description	Expenditures 2007-2009 Biennium	Present Budget 2009-2011	Budget Request Change	Requested Budget 2011-2013 Biennium	Optional Budget Request
Special Funds	0	0	0	0	0
Total	1,259,326	1,512,491	10,022	1,522,513	(47,074)
Reed Act - Unemployment					
Salaries - Permanent	7,442	148,711	(148,711)	0	0
Temporary Salaries	22,778	855,742	(855,742)	0	0
Fringe Benefits	5,905	242,346	(242,346)	0	0
IT - Data Processing	0	70,421	(70,421)	0	0
IT - Communications	0	31,485	(31,485)	0	0
IT Contractual Srvcs and Rprs	0	4,005,536	(4,005,536)	0	0
Operating Fees and Services	0	161,345	(161,345)	0	0
IT Equip/Sftware Over \$5000	0	0	12,400,000	12,400,000	0
Total	36,125	5,515,586	6,884,414	12,400,000	0
Reed Act - Unemployment					
General Fund	0	0	0	0	0
Federal Funds	36,125	5,515,586	6,884,414	12,400,000	0
Special Funds	0	0	0	0	0
Total	36,125	5,515,586	6,884,414	12,400,000	0
Federal Stimulus Funds 2009					
Salaries - Permanent	0	83,129	(83,129)	0	0
Temporary Salaries	0	639,409	(639,409)	0	468,000
Fringe Benefits	0	170,860	(170,860)	0	46,800
Travel	0	33,306	(33,306)	0	0
Supplies - IT Software	0	265,173	(265,173)	0	12,225
Miscellaneous Supplies	0	39,566	(39,566)	0	0
Office Supplies	0	2,142	(2,142)	0	0
Postage	0	978	(978)	0	0
Printing	0	91	(91)	0	0
IT Equip Under \$5,000	0	198,487	(198,487)	0	0
Utilities	0	0	0	0	20,082
Insurance	0	4,567	(4,567)	0	23,776
Rentals/Leases - Bldg/Land	0	2,983	(2,983)	0	0
Repairs	0	553	(553)	0	0
IT - Data Processing	0	44,677	(44,677)	0	61,258
IT - Communications	0	4,611	(4,611)	0	20,903
IT Contractual Srvcs and Rprs	0	289,597	(289,597)	0	91,880
Professional Development	0	410	(410)	0	0
Operating Fees and Services	0	3,757,442	(3,757,442)	0	755,076

REQUEST DETAIL

Date:

01/13/2011

380 Job Service North Dakota Biennium: 2011-2013

Bill#: HB1016

Time:

11:01:56

Description	Expenditures 2007-2009 Biennium	Present Budget 2009-2011	Budget Request Change	Requested Budget 2011-2013 Biennium	Optional Budget Request
Grants, Benefits & Claims	0	3,642,045	(3,642,045)	0	0
Total	0	9,180,026	(9,180,026)	0	1,500,000
Federal Stimulus Funds 2009					
General Fund	0	0	0	0	0
Federal Funds	0	9,180,026	(9,180,026)	0	1,500,000
Special Funds	0	0	0	0	0
Total	0	9,180,026	(9,180,026)	0	1,500,000
Funding Sources					
General Fund	1,508,294	1,567,532	1,590	1,569,122	252,926
Federal Funds	46,276,089	68,775,153	(4,870,620)	65,235,666	2,536,000
Special Funds	392,381	1,516,778	(98,278)	501,752	0
Total Funding Sources	48,176,764	71,859,463	(4,967,308)	67,306,540	2,788,926

CHANGE PACKAGE SUMMARYDate:01/13/2011380 Job Service North DakotaBill#: HB1016Time:11:01:56

Biennium: 2011-2013		БШ#: ПБТ			Time	
Description	Priority	FTE	General Fund	Federal Funds	Special Funds	Total Funds
Base Budget Changes						
One Time Budget Changes						
A-E 3 ARRA - Remove funding		0.00	0	(8,286,628)	0	(8,286,628
A-E 6 Reed Act - Remove Funding		0.00	0	(4,268,787)	0	(4,268,787
Total One Time Budget Changes		0.00	0	(12,555,415)	0	(12,555,415
Ongoing Budget Changes						
A-A 1 Estimated Inflationary Adjustment		0.00	1,267	1,192,678	(916,748)	277,197
A-A 8 Add Capital Bond Payment		0.00	0	20,000	0	20,000
A-A 9 IT - UI Modernization		0.00	0	12,400,000	0	12,400,000
A-F 7 Remove Capital Bond Payment		0.00	0	(20,000)	0	(20,000
Base Payroll Change		(22.29)	323	(4,576,750)	(98,278)	(4,674,705
Total Ongoing Budget Changes		(22.29)	1,590	9,015,928	(1,015,026)	8,002,492
Total Base Budget Changes		(22.29)	1,590	(3,539,487)	(1,015,026)	(4,552,923
Optional Budget Changes						
One Time Optional Changes						
A-D 4 ARRA - Add funding	2	0.00	0	1,500,000	0	1,500,000
Total One Time Optional Changes		0.00	0	1,500,000	0	1,500,000
Ongoing Optional Changes						
A-C 10 IT - Workforce Data Quality Initiative (WDQI)	3	0.00	0	1,036,000	0	1,036,000
A-C 5 Request funds for Spidering	4	0.00	300,000	0	0	300,000
Total Ongoing Optional Changes		0.00	300,000	1,036,000	0	1,336,000
Total Optional Budget Changes		0.00	300,000	2,536,000	0	2,836,000
Optional Savings Changes						
A-G 2 Optional 3% Savings	1	0.00	(47,074)	0	0	(47,074
Total Optional Savings Changes		0.00	(47,074)	0	0	(47,074

BUDGET CHANGES NARRATIVEDate: 01/13/2011380 Job Service North DakotaBill#: HB1016Time: 11:01:56

Change Group: A Change Type: A Change No: 1 Priority:

Estimated Inflationary Adjustment

Job Service North Dakota is including an inflationary increase of 3 percent per year for the 2011-13 biennium over it's program year 2010 budget.

Change Group: A Change Type: A Change No: 8 Priority:

Add Capital Bond Payment

Adds funding appropriation for 2011-13 biennium for special assesments for Job Service North Dakota owned properties.

Change Group: A Change Type: A Change No: 9 Priority:

IT - UI Modernization

Increases Reed Act Funding for the Unemployment Insurance division's computer modernization efforts during the 2011-13 biennium. This effort will upgrade and enhance the Unemployment Insurance (UI) technology systems in order to provide improved services for both businesses and claimants throughout the state.

The objectives of the computer modernization are:

- 1. Empower customers via additional self-service capabilities, including 24/7 access to Internet and Interactive Voice Response (IVR) systems
- 2. Provide a system that has user friendly features and is easy to learn
- 3. Utilize industry standard technologies to attract skilled Information Technology (IT) workers
- 4. Create a system that is flexible and easily maintainable
- 5. Enable business staff to maintain application parameters without IT intervention, resulting in faster customer service
- 6. Maximize internal efficiencies through the automation of manual processes for both business users and IT staff

Change Group: A Change Type: C Change No: 5 Priority: 4

Request funds for Spidering

Job Spidering is a powerful online employment search tool that provides fast access to a database of thousands of North Dakota jobs within a single Web site.

Job Service North Dakota is requesting \$300,000 in general fund appropriation to continue providing this Job Spidering service for employers and job seekers.

Job Spidering searches job listings from a variety of sources, including national and local job boards, Web sites for educational institutions, hospitals, government agencies, newspapers, and Web sites of businesses that employ 25 or more people. From these job listings, Job Spidering copies the pertinent information and publishes it on the Job Service North Dakota (JSND) Web site at FindJobsND.com. This service provides one-site access to the majority of online North Dakota jobs listed on the Internet.

01/13/2011

Date:

BUDGET CHANGES NARRATIVE

380 Job Service North Dakota Bill#: HB1016 Time: 11:01:56

Job Spidering saves employers the time they would spend posting jobs on multiple Web sites. Instead, they can post the job on their corporate Web site and let Job Spidering copy it to FindJobsND.com. When the job seeker clicks on a Spidered job listing on FindJobsND.com, the link directs him or her back to the Web site where the job was originally posted, thus preserving the promotional opportunities for local employers and community job boards.

By increasing the number of total job listings, we help ensure FindJobsND.com remains the premier labor exchange Web site in North Dakota, attracts more job seekers to the Web site, and thereby provides employers a larger talent pool from which to hire.

By Spidering all the jobs across the state into a single repository, FindJobsND.com has become a valuable source of workforce intelligence, providing a more accurate picture of the state's job market. Spidered job listings can be categorized by occupation and compared to the number of updated resumes registered on the system. This comparison helps us understand the relation of supply and demand for high-wage, high-demand careers.

In addition to workforce intelligence, employers and job seekers who use FindJobsND.com have access to local JSND Customer Service Offices, workforce programs, and potential training opportunities that national job boards can't offer because they aren't dedicated to North Dakota.

Change Group: A Change Type: C Change No: 10 Priority: 3

IT - Workforce Data Quality Initiative (WDQI)

State of North Dakota initiative to build a comprehensive education and workforce longitudinal data system.

JSND applied for a federal grant in August 2010 to continue as a major provider of workforce data for the enhanced longitudinal system.

Proposed Solution utilizing this federal grant:

The development of a JSND data warehouse and implementation of a reporting tool.

The development of data quality procedures and development of data quality improvement reports.

Inclusion of key information for JSND data sources in the Master Index System to link with educational data sources and development of corresponding data sharing agreements.

Anticipated Benefits: Describe the anticipated benefits of the project, including measurements you plan to use to determine your success.

The Workforce Data Quality Initiative will allow North Dakota to focus on three critical objectives: 1) expanding the capacity to deliver longitudinal data by creating a data warehouse and upgrading the reporting technologies at Job Service North Dakota. 2) improving the quality of workforce data and expanding the capacity to link workforce and education data and 3) demonstrating the value of longitudinal data by generating important research.

Change Group: A Change Type: D Change No: 4 Priority: 2

ARRA - Add funding

ARRA Unemployment Insurance Special Transfer funds not expended during the 2009-11 biennium.

• These funds assist the state in processing the increased workload associated with the high volume of UI claims and associated activities.

BUDGET CHANGES NARRATIVE		Date:	01/13/2011
880 Job Service North Dakota	Bill#: HB1016	Time:	11:01:56

Due to the additional UI claims volume, temporary staff members have been hired to assist in accepting and processing claims for benefits. The administrative
funds provided under the ARRA program create an opportunity to provide the staffing and infrastructure needed to adequately administer the UI program, and the
various programs associated with it.

Change Group: A Change Type: E Change No: 3 Priority:

ARRA - Remove funding

Removes ARRA funding from the 2009-11 biennium for Wagner-Peyser, Workforce Investment Act and UI Special Transfer appropriations.

Change Group: A Change Type: E Change No: 6 Priority:

Reed Act - Remove Funding

This change package removes funding provided during the 2009-11 biennium for Reed Act funding of the Job Service North Dakota Unemployment Insurance modernization project.

Change Group: A Change Type: F Change No: 7 Priority:

Remove Capital Bond Payment

Removes funding appropriation from 2009-11 biennium for special assessments for Job Service North Dakota owned properties.

Change Group: A Change Type: G Change No: 2 Priority: 1

Optional 3% Savings

Job Service North Dakota has included with this change package an optional 3% reduction of general funds. This reduction will impact the Workforce 20/20 program with reduced funding. The Workforce 20/20 program assists North Dakota employers in training and upgrading workers' skills. This state funded cost sharing training program was designed to fill gaps left by federally funded training programs that generally target long term-unemployed, dislocated workers, and other disadvantaged groups. This funding assistance is available to businesses to offset training costs for current workers and new employees. Expanding businesses or those new to the state are eligible. Other businesses are eligible when they are introducing new industry technologies or introducing new industry production methods.

Change Group: R Change Type: A Change No: 2 Priority:

Workforce Data Quality Initiative IT Project

Authorizes \$1,036,000 in federal fund authority to build a comprehensive education and workforce longitudinal data system.

Change Group: R Change Type: A Change No: 3 Priority:

Job Spidering Service

Provides \$300,000 in general fund authority to continue the job spidering online employment search tool.

Change Group:RChange Type:BChange No:1Priority:

		Return to	Report Guide
BUDGET CHANGES NARRATIVE		Date:	01/13/2011
380 Job Service North Dakota	Bill#: HB1016	Time:	11:01:56

ARRA Carryover

Provides \$1.5 million in one-time federal ARRA carryover funding for administering the unemployment insurance program.